

**Quarterly Summary of Provider Complaints
3rd Quarter 2010**

AGP		AMERIGROUP Tennessee, Inc.	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
DME (Durable Medical Equipment)	Reversed	1	
DME POS	Denial Upheld	1	
Hospital-M	Reversed	4	
Nurse	Denial Upheld	1	
Physician-Medical	Denial Upheld	5	
Physician-Medical	Questions Answered	1	
Physician-Medical	Resolved	2	
Physician-Medical	Reversed	2	
Prescription Drug	Denial Upheld	1	
Provider-Non-MD	Denial Upheld	1	
Provider-Non-MD	Reversed	1	
SKF-LTC	Reversed	1	
Total for the Quarter:		21	

AGP-TLC		AMERIGROUP Tennessee, Inc. d/b/a TLC	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
SKF-LTC	No Longer in TennCare Program	1	
Total for the Quarter:		1	

PHP		Preferred Health Partnership of Tennessee, Inc.	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
Other (Requires Description)	No Longer in TennCare Program	1	
Total for the Quarter:		1	

SXC		SXC, Inc.	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
Hospital-M	Partial	1	
Total for the Quarter:		1	

TennCare Bureau		Non TennCare HMO	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	

Hospital-M	Reversed	1
Total for the Quarter:		1

UAHC UAHC Health Plan of Tennessee, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospital-M	No Longer in TennCare Program	1
Total for the Quarter:		1

UPRV UnitedHealthcare Plan of the River Valley, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
DME (Durable Medical Equipment)	Denial Upheld	1
DME (Durable Medical Equipment)	Reversed	1
Home Health	Reversed	1
Home Health	None Needed	1
Hospice	Reversed	1
Hospice	Partial	1
Hospital-M	Denial Upheld	31
Hospital-M	MCC not TennCare	1
Hospital-M	Pending	20
Hospital-M	Resolved	3
Hospital-M	Reversed	12
Lab Work	Denial Upheld	1
Physician-Medical	Denial Upheld	9
Physician-Medical	Reversed	9
Physician-Medical	Partial	1
Physician-Medical	Resolved	1
Prescription Drug	Reversed	1
Rehab	Denial Upheld	1
Total for the Quarter:		96

UPRV-MA Non TennCare HMO

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospital-M	Reversed	1
Total for the Quarter:		1

VSHP

Volunteer State Health Plan, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Home Health	Reversed	1
Hospital-M	Denial Upheld	3
Physician-Medical	Denial Upheld	2
Provider-Non-MD	Reversed	1
Speech-Language Path	Reversed	1
Total for the Quarter:		8
Grand Total for the Quarter		<i>131</i>